

A true partner with everyone's best interests at heart

Cluepoints Dan Beaudry, Senior Vice President Customer Success



“We're in safe hands”

Scaling a business is an exciting but inherently risky process – but placing recruitment into a safe pair of hands provides invaluable peace of mind and gives companies the very best chances of success.

After being headhunted to CluePoints through The Spencer Group Dan Beaudry, Senior Vice President, Customer Success at the eClinical technology specialists, used the firm to grow his company's executive team.

Here, he explains why The Spencer Group was the “natural choice” of recruitment partner at for his rapidly expanding, highly specialised organisation.

You recently used The Spencer Group to expand your team – what were the objectives of the hiring programme?

We are at a really exciting point here at CluePoints, which is a rapidly scaling organisation. Internally, we have moved from asking “are we going to be successful?” to “how successful are we going to be?”

This pivot in thinking made us realise that we needed to expand the commercial organisation and create a large customer success organisation. We were also scaling up from a business development perspective, on both US and European soil.

Why did CluePoints select The Spencer Group as a recruitment partner?

We needed to work with a specialist recruiter because our business proposition is unique. We need consultants and subject matter experts who don't only have highly specialised skills in a very specific part of the eClinical market, but who also have the commercial aptitude to make sure we are driving growth to the bottom line.

The Spencer Group was the natural choice for a recruitment partner because we know what they can bring to the table. CluePoints has used The Spencer Group before – I myself was headhunted into the company by The Spencer Group, back in 2014 – and I was very supportive of using them again.

Trust in the process definitely came into it. We knew that it would be robust and objective, that they would ensure we didn't take any shortcuts, and that they would get it right.

We also knew that they would provide a quick and efficient build out, and that they would be able to spin a lot of plates. When all this was happening, we were a very small company, and we needed to complete the programme in parallel to continuing to scale. Time was short, so having a trusted partner we knew we could empower to be across a lot of the detail was very comforting.

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How did The Spencer Group help you overcome the challenges of the search?

One of the biggest pain points was articulating the job specifications at the start of the process. We had a general sense of what we needed, and explained it to the team. The Spencer Group took that away and came back to us with recommended descriptions for the positions – and they nailed it.

We were looking to fill VP and director-level positions, and they were able to advise us on the difference between those two types of roles. They helped us to understand that the best candidate and the best candidate for us were two different things, and, because they had a good idea of what we were looking for, they were great at focusing us on the best candidates for us.

Did The Spencer Group come in on time and on budget?

The process came in on time, which was really important. The drug development sector is exploding right now. There are more clinical trials going on than there are people to conduct them, and talent is in high demand.

We did have to stretch the budget, but we did so for the right reasons. In our initial consultation, The Spencer Group was very clear that we might need to increase the numbers at which we wanted to hire, and we worked together to understand what the appropriate, ultimate budget would be.

What was your experience of working with The Spencer Group?

We provided a briefing and a description of what we were looking for, The Spencer Group developed candidate engagement materials then explored a group of candidates, and created a shortlist. This was presented to us, with all the supporting background material.

What was extremely interesting was the wide variety of candidates they brought us. They included people who were under and within our salary range, as well as those who were over budget, this was supported by a clear reason for the candidate choices. We decided to speak to everyone on the shortlist, and I think that really speaks to the power of the process.

Throughout the programme, we worked very closely with The Spencer Group. We had regular meetings, and the team were very good at pushing things forward and taking on tasks and actions. It helped to make the process workload as light as possible for us at CluePoints.

The team were never more than a phone call away, even though we are in different time zones. They understand that their job is not nine to five and they are willing to do what is needed to help their customers and partners.

Ultimately, The Spencer Group performed very well, and we have hired some tremendous people who have given us some great feedback. They all enjoyed going through the process, they are loving life at CluePoints, and are all very happy that they had been headhunted by The Spencer Group. It is fascinating to hear that their experiences are very similar to mine when I was a candidate. I think that really speaks to the maturity and usefulness of the process.

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What you would say to other company's considering using The Spencer Group as their recruitment partner?

The Spencer Group have a very rigorous process that will ensure you get the right candidate for you. They will source the best people for your business and make you feel comfortable the whole way through. You are in safe hands with The Spencer Group.

The next build out I do, whether it is here at CluePoints or somewhere else, will be with Spencer Group. They have set a very high bar for any other recruitment firms who want to try to solicit for my business.

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Dan Beaudry,
Cluepoints,
Senior Vice President
Customer Success



To learn more about our us and how we can help you scale your team for growth please contact us spencergroup.com